Programs Branch

User Report

METROPOLITAN TORONTO
COMMUNITY POLICING SURVEY
WORKING PAPER NO. 1

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This working paper was prepared by the Research and Statistics Group in 1986. The views expressed are those of the authors and are not necessarily those of the Solicitor General of Canada.

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INTRODUCTION

As part of their ongoing concern to provide effective service and to enhance the safety and security of Canadians in their everday lives, police in Canada have become increasingly interested in the potential of the "community policing" concept. Community policing emphasizes active police-citizen involvement in the identification and development of policing needs and co-operative policing strategies. Based on the assumption that communities and neighbourhoods often have distinctive crime and order problems requiring police intervention, community policing emphasizes neighbourhood or decentralized police response and the evolution of community-based policing strategies.

The Metropolitan Toronto Police Force has been involved in the development of zone based community policing since 1982. As part of this commitment, the Metro Toronto Police wished to develop an effective method for generating reliable information on the unique policing problems of the various communities and neighbourhoods that make up Metro Toronto. Such information would be useful not only in informing zone based police planning but also as a basis for stimulating community involvement in neighbourhood policing programs.

In 1985, the Ministry of the Solicitor General agreed to provide research and development assistance to the Metro Toronto Police to support the implementation of zone based community policing. The Metro Toronto Police project is part of an ongoing Ministry research and development program aimed at supporting the implementation and development of community policing in Canada.

The purpose of this report is to present the preliminary findings of a community survey, conducted in December of 1985, which was designed to provide information on public concerns. This information will assist in the planning, implementation and evaluation of policing strategies in two neighbourhoods in Metro Toronto.

PROJECT OVERVIEW

The Target Neighbourhoods

Two urban neighbourhoods were selected as sample or target communities for the survey and subsequent community policing development. Each of the two neighbourhoods, Parkdale and Jane-Finch (see Appendix I), were identified by the Metropolitan Toronto police as having persistent policing problems requiring distinctive service strategies.

The Jane-Finch community is located in the North West sector of Toronto and is characterized by a high density of public housing, various ethnic and racial groups, a relatively transient population, and a higher than average number of young people. This community has experienced inter group tensions and a higher than average crime rate.

Parkdale is an older community with mixed commercial and residential use located in the south west area of Toronto. It is characterized by a higher than average proportion of elderly residents, various ethnic and racial groups and both long term established families and a transient rooming house population. A high proportion of mental health outpatients also live in the area as a result of the deinstitutionalization policy of the Ontario government.

Methodology

A comprehensive questionnaire (see Appendix IV) was constructed to capture distinctive community attitudes, experiences, perceptions and expectations regarding various community policing issues.

Interviews were conducted by telephone by Consumer Contact Ltd. Three separate random samples were drawn for the study, one from each target community, and a third "control" sample representing city-wide Metro Toronto. The samples were generated by random selection of telephone numbers of households in each area. Within each contacted household a respondent was chosen according to a formula which allowed for the determination of a representative cross section of the actual composition of each neighbourhood. The final sample sizes achieved were 466 in Metro Toronto, 458 in Parkdale and 441 in Jane-Finch. Sample sizes of this magnitude enable responses to a dichotomous variable to be accurate to within 5% or a 95% confidence interval (see Appendix III).

Analysis

This report provides an overview of the preliminary survey findings. The following tables show the percent distribution for each of the communities and for the "control group" which is comprised of people from across Metro Toronto. The proportions are population estimates based on the responses to the questionnaire. Where estimates are based on responses from less than the full sample, the number responding (N) is provided. Where appropriate the significance of the differences in the distribution is also presented - significance levels of .001 or better are denoted by three asterisks (***), .01 by two asterisks (**) and .05 by one asterisk (*). Distributions whose differences are not statistically significant are denoted by N.S.

Analysis is limited at this point to simply describing the tables and highlighting the most notable findings. There has been no attempt to interpret the findings or to speculate on the community or policing implications of the findings. The identification of appropriate policing strategies for the two neighbourhoods must take into account not only the survey findings but also the in-depth knowledge of these neighbourhoods possessed by the police (and other human services professionals), the program resources available to the police and the level of citizen support for community-based policing strategies. It is intended that these findings will stimulate discussions between police and community representatives about alternative strategies which might be appropriate.

One major task remains to be done to ensure that the survey findings are of future use to police planners. That is to break down the responses to key questions such as those about fear of crime and expectations of the police by age group, sex, ethnicity, type of residence, and so on. This kind of analysis will be of particular relevance to police planners. We expect to complete this analysis in the fall of 1986.

POLICE AND THE COMMUNITY

A fundamental assumption of community policing is that the planning and delivery of police services should be informed by a sound knowledge of citizen and community needs and expectations. The community policing survey provides data to develop comprehensive and representative information about neighbourhood concerns, citizens' attitudes and expectations of police and the delivery of police services.

The data presented in this section of the report show how residents felt about the police, the nature and frequency of contact with police, and their knowledge and participation in police programs. The data confirm the perception that the two target aeas are distinctive communities with different policing needs.

Overall the majority of residents in all three sample groups rated Metro Toronto police and police services favourably. However, Parkdale and Jane-Finch residents were more likely to be critical of some aspects of policing services than were Metro Toronto residents. This was most evident in the case of residents' perceptions of the relationship between police and residents.

Residents of the target areas were more likely than others to report seeing police on foot or equally on foot and car patrols. This applied to Jane-Finch residents in particular. Not surprisingly these residents were also more likely to recognize individual neighbourhood police officers.

One-third of the residents of each of the target areas felt that improvements in local police services were desirable. The main improvements mentioned were increased police patrols and better police-community relations.

Do you think your police force does a good job, an average job or a poor job.....?

TABLE 1

PROPORTION RATING LOCAL POLICE FORCE FAVOURABLY (GOOD)

Police Activities	Percent Distribution		
	METRO TORONTO	PARKDALE	JANE FINCH
OF ENFORCING THE LAWS	69	64	61
OF RESPONDING TO CALLS PROMPTLY	73	64	65
OF BEING APPROACHABLE	77	74	68
OF SUPPLYING CRIME PREVENTION INFORMATION	58	52	47

- The majority of Toronto residents in each of the three sample groups rated the police favourably on the four listed police activities.

- Police were rated least favourably on supplying crime prevention information.

- Parkdale and Jane-Finch residents were less likely to assign high ratings than were Metro Toronto residents.

Would you say that, in general, the relations between the people in your neighbourhood and the police are.....?

TABLE 2

PERCEPTIONS OF RELATIONSHIP BETWEEN THE POLICE AND RESIDENTS

Percent Distrbution

	METRO TORONTO	PARKDALE	JANE FINCH
EXCELLENT	19	11	9
GOOD	52	46	41
FAIR	22	36	36
POOR	7	8	15
	100	100	100

Significance of differences between distributions.

Metro.	- Parkdale	***
Metro.	- Jane-Finch	***
Parkdale	- Jane-Finch.	N.S.

This question asked respondents to assess a "relationship" between two groups, the police and the community, and should not necessarily be interpreted as implying a negative evaluation of one group or the other.

- Between 50% and 70% of residents from each of the areas surveyed thought that the relationship between the police and residents was good or excellent.

- Residents of Parkdale and Jane-Finch had significantly lower assessments of the relationship between Toronto police and residents of their own neighbourhoods.

- By combining excellent/good and poor/fair responses these differences are even more clearly illustrated.

	METRO TORONTO	PARKDALE	JANE FINCH
FAVOURABLE	71	57	50
UNFAVOURABLE	29	44	51
	100	100	100

Thinking about the number of police you see in your neighbourhood, would you say that there are.....?

TABLE 3

EVALUATION OF POLICE PRESENCE

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
TOO MANY	2	2	4
ABOUT RIGHT	69	60	62
TOO FEW	28	39	34
	100	100	100

Significance of differences between distributions.

Metro.	- Parkdale	*
Metro.	- Jane-Finch	N.S.
Parkdale	- Jane-Finch.	N.S.

- The majority of residents felt that the number of police in their neighbourhood was "about right".

- Approximately one-third of residents felt that there were too few police in their neighbourhood with only 3% indicating too many police.

When you see the police in your neighbourhood, are they.....?

TABLE 4

AWARENESS OF PATROL TYPE

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
MOSTLY ON FOOT	3	5	11
MOSTLY IN CAR	92	83	66
EQUALLY FOOT/CAR	5	11	22
	100	100	100

Significance of differences between distributions.

Metro.	-	Parkdale	***
Metro.	-	Jane-Finch	***
Parkdale	-	Jane-Finch	***

- The vast majority of residents saw police mostly in cars.

- The two target communities were more likely to see police on foot or on foot and in cars equally than were Toronto residents.

- Jane-Finch residents were the most likely to be aware of foot patrol and combinations of foot and car patrols.

Do you know any of the police officers working in your neighbourhood? That is, have you seen a particular officer around here enough times that you would be able to recognize him/her if you saw them again?

TABLE 5

PERSONAL KNOWLEDGE/RECOGNITION
OF POLICE IN NEIGHBOURHOOD

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
NO	84	81	70
YES	16	20	30
	100	100	100

Significance of differences between distributions.

Metro.	- Parkdale	N.S.
Metro.	- Jane-Finch	***
Parkdale	- Jane-Finch.	***

Personal knowledge and contact with the police is an important objective of community policing. This question assessed whether citizens saw individual police officers frequently enough to be able to recognize them.

- The majority had no personal knowledge of the police in their neighbourhood.

- Residents of Parkdale and Jane-Finch had signficantly higher police recognition rates than did Toronto residents with police officers most readily recognized by Jane-Finch residents.

Do you know where the police station is in your neighbourhood?

TABLE 6

RESIDENTS' AWARENESS OF LOCATION OF NEIGHBOURHOOD POLICE STATION

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
NO	27	39	25
YES	73	61	75
	100	100	100

Significance of differences between distributions.

Metro.	- Parkdale	**
Metro.	- Jane-Finch	N.S.
Parkdale	- Jane-Finch.	***

- Generally, the majority of residents were aware of the location of the police station in their neighbourhood.

- Parkdale residents stood out as the least likely to know the precise location of their neighbourhood police station.

In your opinion, is your police station.....?

TABLE 7

EVALUATION OF POLICE STATION PROXIMITY

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
CLOSE ENOUGH	71	55	68
TOO CLOSE	1	1	1
TOO FAR AWAY	12	27	14
DOESN'T MATTER	16	17	17
	100	100	100
N=	327	257	329

- While the majority indicated it was "close enough", 27% of Parkdale residents indicated it was "too-far away".

- Of those who did not know where the police station was located about 56% indicated they were concerned about this lack of knowledge (see Table A2, Appendix V).

Would you prefer to have more, the same, or less regular, personal contact with your police?

TABLE 8

RESIDENTS' PREFERENCE FOR PERSONAL CONTACT WITH POLICE

Percent Distibution

	METRO TORONTO	PARKDALE	JANE FINCH
MORE	48	46	51
THE SAME	48	50	43
LESS	3	4	6
	100	100	100

Significance of differences between distributions.

Metro.	- Parkdale	N.S.
Metro.	- Jane-Finch	N.S.
Parkdale	- Jane-Finch.	N.S.

- Approximately one-half of the residents in each group would like more personal contact with the police, and one-half wanted the same amount. Very few wanted less personal contact.

- There was no significant difference in the pattern of responses across the sample communities.

Are there any improvements you would like to see in local police services in your neighbourhood? What would these be?

TABLE 9A
PERCEIVED NEED FOR IMPROVEMENT IN LOCAL POLICE SERVICES

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
YES	33	36	30
NO	67	63	69
	100	100	100

TABLE 9B
IMPROVEMENTS PEOPLE WOULD LIKE TO SEE IN LOCAL POLICE SERVICES

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
MORE PATROLS	49	44	54
MORE POLICE/ETHNICS/WOMEN	7	18	14
MORE RESPONSIVE SERVICE	7	9	7
MORE TRAFFIC CONTROL	9	5	2
IMPROVE COMMUNITY RELATIONS	22	17	30
BE MORE COURTEOUS	7	4	8
CONCENTRATE SERIOUS DUTIES	5	1	4
RAISE PAY OF POLICE	1	-	2
CLOSER POLICE STATION	1	8	2
CRACK DOWN ON CERTAIN GROUPS	1	3	2
INCREASE EDUCATION/INFO.	5	3	-
N =	161	173	141

- Those who wished to see an improvement in local police services selected the following items most frequently:

1) more police patrols
2) improved community relations
3) hire more police (ethnics and women)
4) more responsive police service
5) increase police courtesy
6) more traffic control

How would you feel about a friend or relative choosing police work in Toronto as a career? Would you feel.....?

TABLE 10

PUBLIC PERCEPTION OF FRIEND OR RELATIVE CHOOSING POLICE WORK IN TORONTO AS A CAREER

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
VERY PLEASED	23	21	31
PLEASED	53	51	48
WOULD NOT CARE	17	23	15
DISSAPOINTED	5	3	3
VERY DISAPPOINTED	1	2	2
	100	100	100

Significance of differences between distributions.

Metro	-Parkdale	N.S.
Metro	-Jane-Finch	*
Parkdale	-Jane-Finch	***

- About three-quarters of the residents in each group indicated they would be pleased or very pleased if a friend or relative chose police work as a career.

- Jane-Finch residents stood out as the most likely to view police work in Toronto as a positive career for friends or relatives.

COMMUNITY PROBLEMS

Communities often have a broad range of problems which affect the security and order of a neighbourhood. While some of these problems are crime related, the majority are related to public order in which the police and community have varying roles to play. To examine the concern felt by residents of the three target communities, residents were asked the degree of concern felt about 14 different community policing problems. The summary table lists the proportion of residents in each of the three sample groups who feel that each was a problem in their neighbourhood and the proportion who felt that each was a serious problem. The full range of responses is available from Table A3 in Appendix V.

Generally the findings indicate significant variation among the sample groups regarding the type and degree of concerns felt by residents. It should be noted that although several problems were identified, no single problem was identified as serious (big problem) by more than one-third of the residents.

While Metro Toronto residents most often perceived youth issues as important neighbourhood problems residents of Parkdale and Jane-Finch were most concerned with signs of public disorder. These residents were also most likely to cite violence as a neighbourhood problem. The most frequently cited "big" problem for each community was:

Metro-Toronto ..... Recreational programs for youth
Parkdale ..... Prostitution
Jane-Finch ..... Presence of drugs and drug users.

In general, neighbourhood response to these problems was to call the police or to discuss potential solutions with neighbours.

I'm going to read a list of things which are sometimes problems in neighbourhoods. Please tell me if they are a big problem, somewhat of a problem, or not a problem at all in <u>your</u> neighbourhood?

TABLE 11
PROPORTION IDENTIFYING ITEM AS A NEIGHBOURHOOD PROBLEM

	METRO TORONTO	PARKDALE	JANE FINCH
1. Noisy neighbours, loud parties	23[1] (6)[2]	38 (11)	37 (13)
2. Property maintenance	20 (5)	37 (12)	32 (11)
3. Presence of drugs and drug users	25 (6)	48 (22)	55 (28)
4. Recreational programs for youth	33 (12)	45 (8)	48 (19)
5. Personal contact between police and youth	33 (7)	41 (9)	44 (13)
6. Groups hanging around streets and buildings	28 (7)	55 (21)	49 (22)
7. Vagrants, beggars and panhandlers	16 (3)	54 (21)	22 (4)
8. Prostitution	6 (2)	54 (32)	9 (3)
9. Truancy	25 (3)	30 (6)	43 (12)
10. Drinking in public places	16 (3)	50 (16)	30 (9)
11. Poor street lighting	23 (5)	36 (7)	26 (9)
12. People being attacked, beaten up by strangers	15 (1)	40 (9)	40 (11)
13. Children being bothered on the way to school	14 (1)	22 (4)	31 (8)
14. People being robbed on the street	29 (3)	46 (8)	48 (14)

1 Combines "big problem" and "somewhat problem" responses.

2 Proportion perceiving problem to be "big".

Sample Interpretation

23% of the residents of Metropolitan Toronto felt that noisy neighbours and loud parties were a problem (somewhat of a problem or a big problem), while only 6% of residents felt these to be serious (big problem).

Table 11 indicates that while residents in the three sample groups share some concerns they differ significantly on a number of specific neighbourhood problems. Further differences by age, ethnicity type of residence, etc., which are essential to the design of policing strategies will be analysed in forthcoming papers.

- Compared to a number of other public order problems, few people rated street robbery and assault as "big problems" in their communities.

- Parkdale and Jane-Finch residents were more likely to indicate that the 14 problem categories were in fact "big problems", especially in the following categories: presence of drug users; groups hanging around street; being robbed; people being attacked, beaten up by strangers; noisy neighbours; people drinking in public places.

- Parkdale residents identified the issues of prostitution (32%);vagrants (21%); and drinking in public places (16%) as their most important "big" problems.

- Jane-Finch residents identified drugs and drug users (28%);street robbery (14%); and truancy (12%) as their most important "big" problems.

COMMUNITY SATISFACTION

A number of questions were asked regarding residents' satisfaction with various aspects of their neighbourhood. Residents' assessment of the quality of life in their neighbourhood is an important ingredient of community stability and formation, and can influence their concern with and involvement in various community policing issues. While Tables 12 and 13 indicate broad measures of community satisfaction, Tables A3, A4, A5 and A6 (Appendix V) provide more detail.

When compared to residents from Metro Toronto, those from Parkdale and Jane-Finch were least satisfied with their neighbourhood. Of particular concern to these residents were neighbourhood reputation, property values and neighbourhood safety. They were also less likely to belong to community groups and to feel that their residence was "permanent".

We'd like to know how satisfied you are <u>right now</u> with various things in your neighbourhood. First, are you satisfied, or not satisfied with the quality of public schools in your neighbourhood?

TABLE 12
PROPORTION INDICATING SATISFACTION
WITH ASPECTS OF NEIGHBOURHOOD

	METRO TORONTO	PARKDALE	JANE FINCH
QUALITY OF SCHOOLS	90	82	77
APPEARANCE OF NEIGHBOURHOOD	90	68	76
NEIGHBOURHOOD REPUTATION	86	53	39
SHOPPING FACILITIES	92	91	93
PROPERTY VALUES	81	76	58
NEIGHBOURHOOD SAFETY	91	64	71
AVAILABLE PUBLIC TRANSPORT	94	92	92
DISTANCE TO EMPLOYMENT	85	89	78
ETHNIC MAKE-UP OF NEIGHBOURHOOD	95	90	81
QUALITY OF HOUSING FOR THE MONEY	85	65	74

Percentages do not add to 100% since respondents were asked their perception for each aspect

- Both Parkdale and Jane-Finch residents reported significantly lower rates of satisfaction than did Metro Toronto residents on the following issues:

1) public schools
2) appearance of neighourhoods
3) neighbourhood reputation
4) neighbourhood safety
5) ethnic make-up of neighbourhood
6) quality of housing

- Jane-Finch residents seemed especially concerned with their neighbourhood's reputation.

How likely is it that you might move out of your neighbourhood within the next year? Will you definitely move, probably move, is there a fifty-fifty chance of moving, will you probably not move, or will you definitely not move?

TABLE 13

LIKELIHOOD OF MOVING OUT OF THE NEIGHBOURHOOD WITHIN THE NEXT YEAR

Combined Categories

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
DEFINITELY/PROBABLY	12	15	22
50-50 CHANCE	12	22	20
DEFINITELY/PROBABLY NOT	76	63	58
	100	100	100

- Residents of Parkdale and Jane-Finch were most likely to feel that a move was imminent - about 40% felt that a move was definite or likely. This contrasts with one-quarter of the residents of Metro Toronto having similar perceptions.

PERCEPTIONS OF CRIME AND FEAR OF CRIME

Knowledge of the level of concern and fear of crime felt by citizens are valuable in the development and evaluation of more cost-effective and practical policing, crime prevention and victim assistance strategies. It has been suggested, for example, that fear of crime drives policy more so than does the actual level of crime.

The survey data presented here can, therefore, play an important part in informing the increasingly recognized role of "perceptions policing" in the overall development and management of police priorities.

Although a majority of people in each of the areas surveyed feel their areas average or low in crime, residents of Parkdale and Jane-Finch differed markedly from the rest of Toronto in their perceptions. They were, for example, significantly more likely to feel that their neighbourhoods were high crime areas.

Heightened concerns over crime were also reflected in the fear of crime expressed by the residents of the two target communities. A greater proportion of Parkdale and Jane-Finch residents were afraid of walking alone in their neighbourhoods after dark than were those for Toronto as a whole.

Do you think your neighbourhood is an area with a high amount of crime, an average amount of crime or a low amount of crime?

TABLE 14

PERCEPTIONS OF THE LEVEL OF CRIME IN OWN NEIGHBOURHOOD

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
HIGH	8	24	27
AVERAGE	30	48	50
LOW	61	28	23
	100	100	100

Significance of differences between distributions.

Metro.	- Parkdale	***
Metro.	- Jane-Finch	***
Parkdale	- Jane-Finch.	N.S.

- One-quarter of the residents of Parkdale and Jane-Finch felt that they lived in a high crime area.

How do you think your neighbourhood compares with the rest of Toronto in terms of the amount of crime? Would you say your neighbourhood has.....?

TABLE 15

PERCEPTIONS OF NEIGHBOURHOOD CRIME COMPARED TO REST OF TORONTO

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
MUCH MORE CRIME	1	7	5
MORE CRIME	4	21	21
ABOUT THE SAME	22	36	50
LESS CRIME	51	29	20
MUCH LESS CRIME	21	8	4
	100	100	100

Significance of differences between distributions.

Metro.	- Parkdale	***
Metro.	- Jane-Finch	***
Parkdale	- Jane-Finch.	**

- In general, Parkdale and Jane-Finch residents were more likely than were those in Toronto to rate the level of crime in their neighbourhood as "high".

- Jane-Finch residents were the least likely to give their neighbourhood a favourable crime level rating when compared to other neighbourhoods.

In the last year or two, do you think that crime has increased, decreased or remained about the same in your neighbourhood?

TABLE 16

PERCEPTIONS OF CRIME TRENDS IN OWN NEIGHBOURHOOD OVER PAST TWO YEARS

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
INCREASED	27	38	28
SAME	65	55	51
DECREASED	8	7	21
	100	100	100

Significance of differences between distributions.

Metro.	- Parkdale	*
Metro.	- Jane-Finch	*
Parkdale	- Jane-Finch.	***

- Parkdale residents were the most likely to feel that crime in their neighbourhood had increased while residents of the Jane-Finch area were most likely to feel that it had decreased.

How safe do you feel or would you feel walking alone in your neighbourhood after dark?"

This question is commonly used in victimization surveys as a measure of "fear of crime". It is generally accepted as a valid measure.

TABLE 17

FEELINGS OF SAFETY WALKING ALONE IN NEIGHBOURHOOD AFTER DARK

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
VERY SAFE	32	19	24
REASONABLY SAFE	41	36	35
SOMEWHAT UNSAFE	21	26	26
VERY UNSAFE	7	20	15
	100	100	100

Significance of differences between distributions.

Metro.	- Parkdale	***
Metro.	- Jane-Finch	***
Parkdale	- Jane-Finch.	N.S.

- Between 41% and 46% of the residents of Jane-Finch and Parkdale were afraid to walk alone in their neighbouhood after dark. In contrast only 28% of Metro Toronto residents were similarly fearful.

How safe do you feel or would you feel walking alone in your neighbourhood during the day?

TABLE 18

FEELINGS OF SAFETY WALKING ALONE IN NEIGHBORHOOD DURING THE DAY

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
VERY SAFE	78	57	62
REASONABLY SAFE	21	39	34
SOMEWHAT UNSAFE	1	2	3
VERY UNSAFE	1	1	1
	100	100	100

Significance of differences between distributions.

Metro.	- Parkdale	***
Metro.	- Jane-Finch	***
Parkdale	- Jane-Finch.	N.S.

- A very large majority of all residents in the three sample groups felt very or reasonably safe during the day.

CRIME PREVENTION: AWARENESS AND PARTICIPATION

Crime prevention is a central theme in the criminal justice system and is one of the foremost responsibilities of the police. The responsibility for crime prevention cannot, however, rest solely with the police and even though they will continue to have a central role, active community participation is necessary. Effective community crime prevention requires widespread support and an informed public.

Although residents of Parkdale and Jane-Finch were less likely than were Metro residents to be aware of Neighbourhood Watch and Block Parents, the vast majority did in fact know about these programs. Only about one-half of all residents were aware of Operation Identification and School Safety and very few had any knowledge of the Victim-Witness Assistance Program.

Participation in the programs was quite low with Parkdale residents being the least likely to participate.

The mass media were the most frequently cited source of crime prevention information followed by the police and community groups.

Have you heard of any of the following programs sponsored by the Toronto police? Do you or anyone in your household participate?

TABLE 19
AWARENESS OF AND PARTICIPATION
IN CRIME PREVENTION PROGRAMS

Percent Distribution

	METRO TORONTO		PARKDALE		JANE FINCH	
	A*	P*	A	P	A	P
NEIGHBORHOOD WATCH	93	41	82	19	83	32
N=		(148)		(64)		(106)
OPERATION IDENTIFICATION	52	18	42	15	40	25
N=		(42)		(25)		(41)
BLOCK PARENTS	84	14	62	5	62	9
N=		(45)		(13)		(26)
VICTIM-WITNESS ASSISTANCE PROGRAM	16		12		14	
SCHOOL SAFETY	57		44		54	

* A=AWARENESS
P=PARTICIPATION

N's for participation are shown since the number participating is a sub-sample of those aware of the program. The proportion aware of each program is based on the full sample.

- In general, awareness was highest for Neighbhourhood Watch and Block Parents and lowest for the Victim-Witness Assistance program.

- Awareness levels were higher across Metro Toronto than in the two target communities.

- The participation rate for programs was lowest in the Parkdale community.

Where do you get information on crime prevention in this neighbourhood?

TABLE 20

SOURCE OF CRIME PREVENTION INFORMATION

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
POLICE	18	9	10
SHOPPING MALLS	3	-	10
NEWSPAPERS	31	26	31
COMMUNITY GROUPS	15	8	11
SCHOOLS/LIBRARY	11	6	8
RADIO/TV	19	26	28
ALDERMAN/MP	-	5	-
INFORMAL	6	8	7
ADS POSTED IN CITY	2	3	1

Percentages do not add to 100% since respondents could indicate more than one source of crime prevention information.

- The ordering of information sources was as follows 1) newspapers; 2) radio, TV; 3) police;4) community groups;

VICTIMIZATION

Large sample sizes are required to uncover sufficient incidents of victimization to produce reliable estimates of the number of certain types of crimes and victims in a given area. Sample sizes such as those used in this survey can only provide information on general indications of crime in one area in comparison with that in other areas.

Approximately two-thirds of the incidents against Parkdale residents were property crimes, matching precisely the overall distribution for Toronto residents. In terms of overall rates it appears that Jane-Finch residents have a lower than average rate of violent victimization and a higher rate of property victimization. On the average, Toronto residents seem to be safer in their own neighbourhoods than residents of the target communities - only one-half of their violent victimizations occurred in their area of residence as compared to about 75% for Jane-Finch and Parkdale residents.

Approximately 60% of victims whose most serious incident was a property crime and 50% of those whose most serious incident was a violent crime reported their incident to the police. The most often cited reason for reporting a victimization incident was wanting the offender arrested followed by the desire to ensure personal protection against further victimization.

There are differences among the sample groups in why some victims chose not to report their victimization to the police. One-half of the victims resident in Jane-Finch who did not report their victimization to the police cited reasons which may well be of concern from the perspective of police policy. In contrast, only one-third of the non-reporting victims in Parkdale or in Metro gave similar reasons (see Table 24).

Although the actual number of victims in each of the samples is too small to permit detailed analysis of their responses, it appears that victims resident in Jane-Finch were more likely than other victims to cite "fear of revenge by the offender" and "concern with the attitude of the police and courts" as reasons for not reporting crime. They were also the least likely to consider incidents to be "too minor" to report.

TABLE 21

VICTIMIZATIONS (1985)

	METRO TORONTO	PARKDALE	JANE FINCH
Victimization Rates			
Violent Crimes (per 1,000 population)	83 (45-121)[1]	113 (67-159)	67 (31-103)
Property Crimes (per 1,000 households)	355 (269-441)	373 (293-453)	428 (338-518)
Reporting Rates			
Violent Crimes	49%	41%	30%
Property Crimes	58%	58%	54%
Distribution of Crimes			
Violent Crimes	34%	36%	27%
Property Crimes	65%	64%	72%

1. The numbers in brackets are the confidence intervals for the 95% confidence level (two standard errors). We would expect the true value to fall within this range 95% of the time.

The following tables show the distribution of most serious incidents. This was determined by asking those who had been victimized more than once: **"You mentioned being the victim of several incidents. I would like to ask you a few questions about the one incident you consider the most serious. Which one was that?**

Did the incident come to the attention of the police?

TABLE 22
PROPORTION OF MOST SERIOUS INCIDENTS REPORTED TO POLICE

	METRO TORONTO	PARKDALE	JANE FINCH
Violent Crimes	52%	48%	45%
Property Crimes	57%	57%	67%

Did any of the following have anything to do with why you reported the incident of _____you mentioned earlier?

TABLE 23

REASONS GIVEN BY VICTIMS FOR REPORTING MOST SERIOUS VICTIMIZATION INCIDENT TO POLICE

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
WANTED OFFENDER ARRESTED	79	66	71
RECOVER STOLEN ITEMS	65	49	60
OBTAIN PERSONAL PROTECTION	40	37	40
TO GET ADVICE ON HOW TO PREVENT RECURRENCE	74	60	52
TO FILE A REPORT TO CLAIM INSURANCE OR COMPENSATION	50	43	57
N =	43	54	52

Percentages do not add to 100% since respondents could give more than one reason for reporting an incident.

Did any of the following have anything to do with why the incident of _____ was not reported to the police?

TABLE 24

REASONS GIVEN BY VICTIMS FOR NOT REPORTING MOST SERIOUS VICTIMIZATION INCIDENT TO POLICE

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
NOTHING TAKEN	25	35	44
POLICE COULD NOT DO ANYTHING	50	53	54
FEAR OF REVENGE	8	7	27
DID NOT WANT TO GET OFFENDER IN TROUBLE	10	8	6
INCIDENTS TOO MINOR	74	76	66
TOO INCONVENIENT	46	43	42
INCIDENT OF PERSONAL MATTER	13	27	20
INCIDENT REPORTED TO ANOTHER OFFICIAL	25	2	20
CONCERNED ABOUT ATTITUDE OF POLICE/COURTS	16	16	23
FAMILY MEMBER ADVISED AGAINST	8	7	11
OTHER	8	3	10
N =	43	61	39

Percentages do not add to 100% since respondents could give more than one reason for not reporting an incident.

APPENDIX I

COMMUNITY BOUNDARIES

PARKDALE

North: Howard Park Ave./Dundas St.
East: Ossington Ave./Queen St./Strachan Ave.
South: Lake Shore Blvd.
West: Parkside Drive

Census Tracts: 004, 005, 006, 007, 009, 1/2 of 043, 044, 047, 058, 049, 1/2 of 051 and 1/2 of 052.

JANE FINCH

North: Shoreham Dr.
East: Black Creek
South: Grand Ravine Dr./Jane St./Eddystone Ave.
West: Highway 400

Census Tracts: 312.02, 312.04, 1/2 of 316.01 and 316.02.

APPENDIX II

SELECTED DEMOGRAPHIC CHARACTERISTICS

	METRO TORONTO	PARKDALE	JANE-FINCH
Population and income estimates are from the 1981 Census.			
Population aged 15 and older	2,400,000	41,500	22,400
Private occupied dwellings	1,040,000	19,900	9,400
Range of median household income	$25,200	$10,100 to $21,600	$16,800 to $23,300

The following are estimates based on the responses to the Community Policing Survey (1985).

	Percent Distribution		
	METRO TORONTO	PARKDALE	JANE-FINCH
Sex			
Male	48	51	49
Female	52	49	51
	100	100	100
Age distribution for population aged 16 and older			
15 - 19	11	9	16
20 - 24	12	12	17
25 - 34	22	25	25
35 - 44	16	15	19
45 - 54	15	12	13
55 - 64	12	13	5
65 +	11	14	6
	100	100	100
Marital Status			
Single, never married	36	41	43
Married/common-law	50	43	44
Widowed	6	6	4
Separated	3	5	4
Divorced	5	5	4
	100	100	100

	METRO TORONTO	PARKDALE	JANE-FINCH
Main activity during 1985			
Full-time employment	57	58	57
Part-time employment	6	4	5
Looking for work	2	2	5
Student	16	14	20
Retired	12	13	6
Homemaker	7	8	8
	100	100	100
Type of dwelling			
Single house	47	29	15
Semi-detached	13	18	15
Town-rowhouse	5	1	19
Duplex-triplex	2	1	1
Lowrise apartment	8	13	4
Highrise apartment	23	30	46
Flat/room in house	2	5	1
	100	100	100
Dwelling tenure			
Owned	62	42	44
Rented	38	58	56
	100	100	100

	METRO TORONTO	PARKDALE	JANE-FINCH
Length of time living in neighbourhood			
Less than 2 years	17	18	20
3 to 5 years	21	18	23
Over 5 years	62	64	57
	100	100	100
Ethnic composition (Major groups for each of the communities)			
Canadian/American	34	32	19
United Kingdom	20	13	11
Italian	10	1	17
Polish	2	10	1
Portuguese	5	11	1
West Indian	4	3	16
Other	25	30	35
	100	100	100

APPENDIX III

SURVEY METHODOLOGY

Categories of Crime

Victimization surveys can give us information about most, but not all types of crimes which are of major concern to the general public. Crimes such as murder, kidnapping, and "victimless crimes" cannot be captured using survey techniques, and were therefore excluded. Residents without telephones were excluded from this survey as were residents of institutions such as hospitals, prisons and psychiatric centres. Crimes against businesses were also excluded.

The six categories of crime included in this survey are: robbery, assault, break and enter, motor vehicle theft, theft of household OR personal property and vandalism. These offences are ranked in descending oder of seriousness.

1. Robbery occurs if something is taken by force or with a threat of force. Attempted robberies are also included in this offence category.

2. Assault includes sexual assaults. Assault incidents may range from face-to-face verbal threats to an actual attack.

3. Break and enter occurs if a dwelling is entered by someone who has no right to be there.

4. Motor vehicle theft involves the theft or attempted theft of a car, truck, van, motorcycle or other motor vehicle.

5. Theft or attempted theft of household property, money or other personal property.

6. Vandalism occurs if property is damaged but not taken.

Incidents which involved the commission of several different criminal acts appear in the tables only once, according to the most serious component of the event. Thus for example, if an assualt, theft of money and vandalism all occurred at the same time, the incident would be classified in these tables as an assualt. An incident would be classified as vandalism (least serious on the hierarchy) only if no other crime which is higher on the seriousness scale occurred at the same time.

Sampling

The survey's objectives required that three separate samples be drawn representing the communities of Parkdale and Jane-Finch and a "control" group representing Metropolitan Toronto (see Appendix I for the boundaries of each target community). The sampling frame was the bank of telephone numbers assigned to residents and business in each of the areas. The frame for each sample was determined by matching the postal codes in each area with the postal codes from billing addresses. From each frame a random sample of 1,000 telephone numbers were generated and a final sample of approximately 450 households in each area were contacted. The extra numbers permitted replacements for business, non-working numbers and non-responses.

Within each household contacted a respondent was selected from among those 16 years and older according to a predetermined formula which took into consideration household size. Respondent substitution was not permitted. The questionnaire (see Appendix IV) was then administered over the phone. On average, interviews lasted 20 minutes. Of the 3,786 telephone numbers attempted 40% refused to be interviewed. A further 12% were invalid or nonresidential numbers and 14% could not be completed because of language/illness problems or the inability to reach the selected respondent. Overall, the response rate was 41% of the legitimate numbers in the sample. The achieved sample sizes were 466 in Metropolitan Toronto, 458 in Parkdale and 441 in Jane-Finch.

Questionnaire

The questionnaire was based on that used in the Canadian Urban Victimization Survey(1). Modifications were made in close consultation with Metro Toronto Police Planning and Research Unit and with the zone commanders and town planners for each of the target communities. Questions which were added had been previously used in other surveys thereby ensuring their validity and minimizing the need for extensive pre-testing of the final instrument.

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(1) The Canadian Urban Victimization Survey (CUVS) was conducted in 1982 in seven major urban centres: Vancouver, Edmonton, Winnipeg, Toronto, Montreal, Halifax-Dartmouth and St. John's. The findings have been published in a series of Bulletin available from the Ministry of the Solicitor General.

Precision of Estimates

The sample size of 450 respondents in each group was attained in order to ensure that the responses to questions requiring a yes/no response was accurate to within 5%, 19 times out of 20 (i.e. 95% confidence interval). We are confident, therefore, that the responses to the questions on attitudes and perceptions do in fact reflect the views of each of the communities and of Toronto as a whole.

In order to arrive at population estimates (the views of the community rather than those of the respondents) the responses were "weighted" to compensate for different probabilities of selection. The probability of selection is the same for each household but the probability of a person being selected is inversely proportional to the size of the household.

A key element in the survey is the assessment of differences in responses between the target communities and Toronto residents generally. Accordingly, the level of significance of the differences between distributions accompanies each table. Generally, a level of .05 and lower is considered statistically significant. The .05 level means that the differences shown would be expected to occur by chance only 5% of the time. In other words the differences can be expected to reflect real differences 19 times out of 20. Levels of significance of .05 are marked with one asterisk (*), those of .01 with two and those of .001 with three asterisks.

The tests of significance used were the Ridit test and the t-Test for ordered variables and the Chi-square for categorical variables. For the ordered variables both tests were applied on the population estimates and similar results were obtained in each case.

It is important to understand that there is not a one-to-one relationship between a statistically significant finding and a clear direction for policing strategies. Statistical significance signals potentially important differences, but can not tell us what to do about them.

APPENDIX IV

SURVEY QUESTIONNAIRE

RE-INTRODUCE IF NECESSARY

Hello, I am ..... from Consumer Contact Limited. We are doing a study on public safety for the Solicitor General of Canada.

EVERYONE

The purpose of the study is to collect information from residents of several communities in Toronto to help us understand the nature of crime and reported problems in certain areas. The survey results will be valuable in planning and evaluating local crime prevention programs.

Of course the information you provide will be held in strict confidence and used only for statistical reasons.

First of all, I would like to ask you a few questions about your neighbourhood in general.

1 What is the name of your neighbourhood? (TAKE FIRST ANSWER GIVEN, DO NOT PROBE)

_____

DON'T KNOW . . . . DK

---

2. How long have you lived in your neighbourhood?

_____ YEARS _____ MONTHS (IF LESS THAN A YEAR)

---

3. Do you think your neighbourhood is an area with a high amount of crime, an average amount of crime or a low amount of crime?

High	1
Average	2
Low	3
DON'T KNOW	DK

4a In the last year or two, do you think that crime has increased, decreased or remained about the same in your neighbourhood?

Increased	1
Decreased	2
Same	3
DON'T KNOW . . .	DK

b What about Metropolitan Toronto as a whole - in the last year or two, do you think that crime has increased, decreased or remained about the same in Toronto?

Increased	1
Decreased	2
Same	3
DON'T KNOW . . .	DK

---

5. How safe do you feel or would you feel walking alone in your neighbourhood ... (READ LIST)

a) During the day?		b) How about after dark?	
Very safe	1	Very safe	1
Reasonably safe	2	Reasonably safe	2
Somewhat unsafe	3	Somewhat unsafe	3
Very unsafe	4	Very unsafe	4
DON'T KNOW	DK	DON'T KNOW	DK

6. How do you think your neighbourhood compares with the rest of Toronto in terms of the amount of crime? Would you say your neighbourhood has ... (READ CATEGORIES ALOUD)

Much more crime?	1
More crime?	2
About the same?	3
Less crime?	4
Much less crime?	5
DON'T KNOW	DK

7. I'm going to read a list of things that are sometimes problems in neighbourhoods. Please tell me if they are a big problem, somewhat of a problem, or not a problem at all in your neighbourhood. (START AT ASTERISK - ASK THIS QUESTION FOR ALL ITEMS BELOW BEFORE ASKING Q.8).

8. (START AT ASTERISK AGAIN - ASK FOR EACH "BIG" PROBLEM.)
There are different ways that people deal with the problems you have mentioned. Did you do any of the following when faced with the problem of _____? (READ EACH ACROSS -- CIRCLE YES AND NO FOR EACH).

	QUESTION 7	QUESTION 8					
		Got together with neighbours To Try to Solve The Problem	Called the Police	Called the Media	Called A Gov't Re-presentative	Called A Social Service Agency	Did you do something else I have not mentioned (IF YES) what was that?
1. Noisy neighbours, loud music, late parties, noisy quarrels	BIG PROBLEM 1 SOMEWHAT 2 NO PROBLEM 3 DK	Y N	Y N	Y N	Y N	Y N	Y ---(SPECIFY) N _____
2. Poor maintenance of property and lawns	BIG PROBLEM 1 SOMEWHAT 2 NO PROBLEM 3 DK	Y N	Y N	Y N	Y N	Y N	Y ---(SPECIFY) N _____
3. Presence of drugs and drug users	BIG PROBLEM 1 SOMEWHAT 2 NO PROBLEM 3 DK	Y N	Y N	Y N	Y N	Y N	Y ---(SPECIFY) N _____
4. Not enough recreational programs for young people	BIG PROBLEM 1 SOMEWHAT 2 NO PROBLEM 3 DK	Y N	Y N	Y N	Y N	Y N	Y ---(SPECIFY) N _____
5. Not enough personal contact between residents and their local police	BIG PROBLEM 1 SOMEWHAT 2 NO PROBLEM 3 DK	Y N	Y N	Y N	Y N	Y N	Y ---(SPECIFY) N ---_____
6. Groups of people hanging around on corners or in streets	BIG PROBLEM 1 SOMEWHAT 2 NO PROBLEM 3 DK	Y N	Y N	Y N	Y N	Y N	Y ---(SPECIFY) N _____
7. Vagrants, beggars or panhandlers	BIG PROBLEM 1 SOMEWHAT 2 NO PROBLEM 3 DK	Y N	Y N	Y N	Y N	Y N	Y ---(SPECIFY) N _____
8. Prostitution	BIG PROBLEM 1 SOMEWHAT 2 NO PROBLEM 3 DK	Y N	Y N	Y N	Y N	Y N	Y ---(SPECIFY) N _____
9. Truancy, that is, kids not being in school when they should be	BIG PROBLEM 1 SOMEWHAT 2 NO PROBLEM 3 DK	Y N	Y N	Y N	Y N	Y N	Y ---(SPECIFY) N _____
10. People drinking in public places like on corners or on streets	BIG PROBLEM 1 SOMEWHAT 2 NO PROBLEM 3 DK	Y N	Y N	Y N	Y N	Y N	Y ---(SPECIFY) N _____
11. Poor street lighting	BIG PROBLEM 1 SOMEWHAT 2 NO PROBLEM 3 DK	Y N	Y N	Y N	Y N	Y N	Y ---(SPECIFY) N _____
12. People being attacked or beaten up by strangers	BIG PROBLEM 1 SOMEWHAT 2 NO PROBLEM 3 DK	Y N	Y N	Y N	Y N	Y N	Y ---(SPECIFY) N _____
13. Children being bothered on their way to and from school	BIG PROBLEM 1 SOMEWHAT 2 NO PROBLEM 3 DK	Y N	Y N	Y N	Y N	Y N	Y ---(SPECIFY) N _____
14. People being robbed or having their money, purses or wallets taken	BIG PROBLEM 1 SOMEWHAT 2 NO PROBLEM 3 DK	Y N	Y N	Y N	Y N	Y N	Y ---(SPECIFY) N _____
15. (ASK AFTER ALL OTHER ITEMS COVERED) Is there anything that you would consider to be a big problem in your neighbourhood? YES ... Y→ (WRITE IN) _____ NO .... N		Y N	Y N	Y N	Y N	Y N	Y ---(SPECIFY) N _____

9. How much information do you get about crime in your neighbourhood from each of the following sources? First, do you get a great deal of information, some information, or no information at all about crime from major newspapers, radio or television. CIRCLE ONE CODE ON EACH LINE.

	Great Deal	Some	None
Major newspapers, radio or television	1	2	3
Just keeping your eyes and ears open	1	2	3
Conversations with neighbours	1	2	3
The police in your neighbourhood.	1	2	3

****

Now, I am going to ask you some questions about the police in your neighbourhood

10. Do you think your local police force does a good job, an average job or a poor job ... CIRCLE ONE RESPONSE FOR EACH.

	Good Job	Average Job	Poor Job	Don't Know
Of enforcing the laws?	1	2	3	DK
Of promptly responding to calls?	1	2	3	DK
Of being approachable and easy to talk to?	1	2	3	DK
Of suplying information to the public on ways to reduce crime?	1	2	3	DK

****

11. In general, are there any specific problems that you feel the police should be trying especially hard to prevent or eliminate?
NOTE: DO NOT PROMPT. THIS AS AN OPEN-ENDED QUESTION.
WRITE IN COMPLETELY IN RESPONDENT'S OWN WORDS.

****

12. Thinking about the number of police you see in your neighbourhood, would you say that there are

too many?	1
too few?	2
about the right number?	3
DON'T KNOW/NO OPINION	DK

13. When you see the police in your neighbourhood, are they mostly on foot or in car?

on foot	1
in car	2
equally on foot and in car	3
DON'T KNOW/NO OPINION	DK -- GO TO Q. 15

14. Would you like to see this situation changed?

YES → And how would you like to see it changed?	
	More on foot 1
	More in cars 2
NO . . N	IF "BOTH", PROBE GENTLY TO FIND WHICH WOULD BE MOST IMPORTANT

15.a) During the last year, did you talk to or were you in contact with a police officer in your neighbourhood specifically for any reason?

YES . . . Y -- ASK Q. 15b
NO . . . N -- GO TO Q. 16

-b)(IF YES) What were the circumstances of the most recent contact? DO NOT READ ANSWER CATEGORIES

TRAFFIC ACCIDENT	1
PARKING OR TRAFFIC VIOLATION	2
FRIEND OR RELATIVE IS POLICE OFFICER OR MET OFFICER(S) SOCIALLY	3
TO OBTAIN INFORMATION FROM POLICE	4
TO ATTEND CRIME PREVENTION SESSIONS GIVEN BY POLICE.	5
ANY MENTION OF A CRIME - PROBE TO DETERMINE IF RESPONDENT WAS:	
- VICTIM OF THE CRIME?	6
- WITNESS TO THE CRIME?	7
- QUESTIONED OR SUSPECTED ABOUT CRIME?	8
OTHER (SPECIFY) _____	9

16. Do you know any of the police officers working in your neighbourhood? That is, have you seen a particular officer around here enough times that you would be able to recognize him/her if you saw them again?

YES Y

NO N

---

17. Would you prefer to have more, the same, or less regular, personal contact with your police?

more 1

the same 2

less 3

DON'T KNOW/NO OPINION . . . . DK

---

18. Do you know where the police station is in your neighbourhood?

YES ... Y (IF YES) In your opinion is your police station

close enough? 1

too close? 2

too far away? 3

it doesn't matter 4

NO .... N (IF NO) Does it concern you to know where it is?

YES .... Y

NO ..... N

---

19. Would you say that, in general, the relations between the people in your neighbourhood and the police are:

Excellent? 1

Good? 2

Fair? 3

Poor? 4

DON'T KNOW/NO OPINION . . . DK

20-a) Are there any improvements you would like to see in local police services in your neighbourhood?

YES Y → (ASK "b" PART)
NO N → GO TO Q. 21

-b) (IF YES) What would these be?

(NOTE: DO NOT PROMPT. THIS IS AN OPEN-ENDED QUESTION, HOWEVER CATEGORIES ARE PROVIDED FOR DATA RECORDING PURPOSES.

PROVIDE MORE PATROLS (EITHER CAR OR FOOT) IN CERTAIN AREAS OR CERTAIN TIMES 1

HIRE MORE POLICE 2

BE MORE PROMPT, RESPONSIVE, ALERT 3

MORE TRAFFIC/PARKING CONTROL 4

IMPROVE COMMUNITY RELATIONS 5

BE MORE COURTEOUS 6

CONCENTRATE ON MORE IMPORTANT DUTIES, I.E., SERIOUS CRIME . . 7

RAISE THE PAY OF POLICEMEN 8

OTHER. (SPECIFY)_____ 9

****

21-a) Have you heard of any of the following programs sponsored by the Toronto Police? (READ LIST, CIRCLE YES OR NO FOR EACH)

-b) (FOR EACH "YES")
Do you or anyone in your household participate in the program? (CIRCLE ALL THAT APPLY)

Program	(a) Heard of		(b) Participate in	
	Yes	No	Yes	No
Neighbourhood Watch	Y	N	Y	N
Operation Identification	Y	N	Y	N
Block Parents	Y	N	Y	N
Victim-Witness Assistance Program	Y	N	Y	N
School Safety	Y	N	Y	N

****

22. Where do you get information on crime prevention in this neighbourhood? (DO NOT READ LIST) (MARK ALL THAT APPLY)

POLICE 1

SHOPPING MALL BOOTHS 2

LOCAL NEWSPAPERS 3

COMMUNITY GROUPS 4

SCHOOLS. 5

RADIO/TV 6

OTHER (SPECIFY) _____ 7

23-a) Within the last year or two, have you done anything to protect yourself or your property from crime?

YES Y → (ASK (-b) PART)

NO N → (GO TO Q. 24)

-b) (IF YES) What did you do? . . . . (PROBE) Anything else? (DO NOT READ LIST - MARK ALL THAT APPLY)

Changed daily routine or schedule 1

Avoided certain places or activities 2

Permanently changed residences or living arrangements. . 3

Temporarily changed residence or living arrangements . . 4

Changed phone number/unlisted phone number 5

Changed job 6

Took a self-defence course 7

Bought or carried a weapon 8

Installed new locks, put bars on windows, installed a burglar alarm 9

Leave lights on, installed new lights, installed light timer 10

Put possession in safe place 11

Offical Crime Prevention Programs (Eg. Neighbourhood Watch) . . .12

Other (specify) _____ 13

Now a few questions about yourself. The answers help us determine which services are needed most by various groups of people.

24. NOTE RESPONDENT'S SEX.

MALE 1

FEMALE 2

---

25. In what year were you born? 19____

---

26. Are you single, widowed, married, separated or divorced?

Single (never married) 1

Married/Common-law 2

Widowed 3

Separated 4

Divorced 5

---

27. What type of dwelling are you now living in?

Single house 1

Semi-deatched or double (side-by-side) 2

Town house or rowhouse 3

Duplex (one-above-another) 4

Lowrise apartment (less than 5 stories) 5

Highrise apartment (5 or more stories) 6

Flat, or room in house 7

Other (specify)_____ 8

NOTE: IF "CONDOMINIUM" PROBE FOR TYPE (APARTMENT, TOWN HOUSE, ETC.)

---

28. Is this dwelling owned or is it being rented by a member of this household?

Owned 1

Rented 2

---

29. Which of the following best decribes your main activity during 1985. Were you mainly
(READ CATEGORIES ALOUD) (PROBE FOR ONE MAIN ANSWER)

Working at a job or business? Full time? . . . 1
Part time? . . . 2

Looking for work? 3

A student? 4

Retired? 5

A homemaker or housewife? . . 6

Other (specify)_____ 7

---

30. How likely is it that you might move out of your neighbourhood within the next year? will you definitely move, probably move, is there a fifty-fifty chance of moving, will you probably not move, or will you definitely not move?

Definitely move	1
Probably move	2
Fifty-fifty chance	3
Probably not move	4
Definitely not move	5

31. We'd like to know how satisfied you are <u>right now</u> with various things in your neighbourhood. First, are you satisfied, or not satisfied with the quality of public schools in your neighbourhood? CIRCLE ONE CODE ON EACH LINE

	Satisfied	Not Satisfied	Don't Know/No Opinion
The quality of public schools	1	2	DK
The general appearance of the streets, grounds and buildings in the area	1	2	DK
The reputation of your neighbourhood	1	2	DK
The availability of convenient shopping	1	2	DK
The way property values are going	1	2	DK
The safety of the neighbourhood	1	2	DK
The availability of public transportation	1	2	DK
The convenience of the neighbourhood to your place of employment	1	2	DK
The ethnic make-up of the neighbourhood	1	2	DK
The quality of housing for the money	1	2	DK

32. Please tell me how often you usually do the following things. First, spend a social evening with relatives -- do you do this often, seldom, or never? REPEAT ANSWER CATEGORIES AS NECESSARY AND CIRCLE ONE CODE ON EACH LINE.

	Often	Seldom	Never	Not Applicable or Don't Know
Spend a social evening with relatives	1	2	3	DK
Spend a social evening with one of your neighbours	1	2	3	DK
Spend an evening with friends who live outside of your neighbourhood	1	2	3	DK
Chat with your neighbours when you run into them on the street	1	2	3	DK

33. We're also interested in the kinds of groups and organizations that individuals belong to. Please tell me whether or not you are a member of ... ASK EACH ITEM. (NOTE: THESE GROUPS CAN BE ANYWHERE - NOT JUST IN NEIGHBOURHOOD)

	Yes	No
A PTA or local school council	Y	N
Any group connected with your religion or church	Y	N
Any group of renters or homeowners	Y	N
Any group concerned with quality of community life	Y	N
Any recreational group or club, such as a bowling league, the YMCA, or something like that	Y	N
Any ethnic or nationality group	Y	N
Any other kind of group	Y	N

Now I would like to ask you a few questions about some things that may have happened to you this year (1985). Once again I would like to stress that your answers will be kept completely confidential.

34. Did anyone take or try to take something from you by using force or threat of force, such as in a holdup, mugging, or purse snatching during this year?

Yes . . . . Y → How Many Times? _____

No . . . . N → GO TO Q. 36

35. Did this (these) take place in: ENTER NUMBER OF INCIDENTS IN EACH CATEGORY.

	(a) How many times?	(b) Did this(these) incident(s) come to the attention of the police? (RECORD NUMBER IN EACH CATEGORY)		(c) Was anyone else over 16 harmed or threatened during this (these) incident(s)?	
		Yes	No	Yes	No
Your neighbourhood?	___	___	___	___	___
Elsewhere in Toronto?	___	___	___	___	___
Elsewhere in Canada	___	___	___	___	___
Outside Canada	___	___	___	___	___

EVERYONE

For this survey, an attack can be anything from being hit, slapped, pushed or grabbed to being shot, raped or beaten up.

36-a) In the last year, did anyone, attack or molest you, try to attack or molest you or threaten to attack or molest you (other than in the incident(s) already mentioned)?

Yes. . . . Y → How Many Times? _____

No . . . . N → GO TO Q. 33

-b) How were you attacked? (CIRCLE ALL THAT APPLY)

raped 1

tried to rape 2

molested 3

tried to molest 4

shot 5

knifed 6

hit, kicked, slapped, knocked down 7

grabbed, held, tripped, jumped, pushed 8

other (specify) _____ 9

==========

37. Did this (these) take place in: ENTER NUMBER OF TIMES IN EACH APLICABLE CATEGORY.

	(a) How many times?	(b) Did this(these) incident(s) come to the attention of the police?		(c) Was anyone else over 16 harmed or threatened during this (these) incident(s)?	
		Yes	No	Yes	No
Your neighbourhood?	____	___	___	___	___
Elsewhere in Toronto?	____	___	___	___	___
Elsewhere in Canada?	____	___	___	___	___
Outside Canada?	____	___	___	___	___

==========

EVERYONE

38. Did anyone try to or actually break into or illegally enter your (home/apartment), garage, or any other building on your property? (Other than in the incident(s) already mentioned)

Yes. . . . Y ⟶ How Many Times? _____

No . . . . N ⟶ GO TO Q.40

==========

39. Did the police find out about this (these) incident(s)? ENTER NUMBER OF INCIDENTS IN EACH CATEGORY

Yes _____

No _____

==========

EVERYONE

Now I would like to ask you some questions about theft or damage to motor vehicles or other property.

40. In the last year, did anyone steal or try to steal a motor vehicle which you owned? (Other than in the incident(s) already mentioned)

Yes. . . . Y ⟶ How Many Times? _____

No . . . . N ⟶ GO TO Q.42

41. Did this (these) take place in

	(a) How many times?	(b) Did this(these) incident(s) come to the attention of the police? Yes	No
Your neighbourhood?	___	___	___
Elsewhere in Toronto?	___	___	___
Elsewhere in Canada?	___	___	___
Outside Canada?	___	___	___

42. Did anyone take anything that belonged to you or this household? (Other than in the incident(s) already mentioned)

Yes . . . Y ⟶ How Many Times? ___ _____

No . . . N ⟶ GO TO Q. 44

43. Did this (these) take place in

	How many times?	Did this(these) incident(s) come to the attention of the police? Yes	No
Your neighbourhood?	___	___	___
Elsewhere in Toronto?	___	___	___
Elsewhere in Canada?	___	___	___
Outside Canada?	___	___	___

EVERYONE

44 -a During 1985 did anyone deliberately damage your car or any other property belonging to you? (Other than in the incident(s) already mentioned.)

Yes . . . Y → How Many Times _____

No . . . N → GO TO Q. 45

b Did this (these) incidents take place in:

	How Many Times
Your neighbourhood	_____
Elsewhere in Toronto . . .	_____
Elsewhere in Canada . . .	_____
Outside Canada	_____

c Was this vandalism of a car or some other property?

	How Many Times	Did this (these) incident(s) come to the attention of the police?	
		Yes	No
Car	___	___	___
Other, including dwelling . .	___	___	___

EVERYONE

45-a) NOW -- REFER BACK TO Q. 24, 36, 33, 40, 42 AND 44 -- CIRCLE HERE THE TOTAL NUMBER OF INCIDENTS MENTIONED BY RESPONDENT

	CIRCLE	
NONE.	0 →	SKIP TO Q.51
ONE	1 →	CIRCLE TYPE OF INCIDENT AUTOMATICALLY AT Q.45b, THEN GO TO Q.46.
TWO OR MORE .	2 →	ASK Q.45-b)

45-b) You mentioned being the victim of several incidents. I would like to ask you a few questions about the one incident you consider the most serious.

Which one was that? CIRCLE

Robbery 1
Assault 2
Break & Enter 3
Motor Vehicle Theft . 4
Theft of Property. . . 5
Vandalism 6

46a) Did the incident come to the attention of the police

Yes . . Y — NO. . . N → GO TO Q. 49

-b) Did you, yourself, report it to the police?
Yes . . . Y -- GO TO Q. 47
No . . . N -- GO TO Q. 50

47. Did any of the following have anything to do with why you reported the incident of _____ (MOST SERIOUS INCIDENT MENTIONED) you mentioned earlier?

	Yes	No	Don't Know
Wanted the offender(s) arrested . . .	Y	N	DK
Wanted stolen items recovered	Y	N	DK
To receive personal protection . . .	Y	N	DK
To obtain advice on how to prevent this from happening again.	Y	N	DK
To file a report to claim insurance or compensation.	Y	N	DK
Any other reason why you reported this to the police? (SPECIFY) _____			

48. Do you think that the police have done a good job, an average job, or a poor job of keeping you or your household informed of the progress or outcome of the investigation?

Good	1
Average	2
Poor	3
DON'T KNOW/NO OPINION	DK

→NOW SKIP TO Q. 50

49. (IF NO AT Q.46a)
Did any of the following have anything to do with why the incident of _____ (MOST SERIOUS INCIDENT MENTIONED) was not reported to the police? (READ LIST)

	Yes	No	Don't Know
Nothing was taken or the items were recovered	Y	N	DK
The police could not do anything about it	Y	N	DK
There was fear of revenge by the offender	Y	N	DK
Did not want to get the offender in trouble with the police	Y	N	DK
The incident was too minor or it was not important enough	Y	N	DK
It was too inconvenient or did not want to take the time	Y	N	DK
The incident was a personal matter and did not concern the police	Y	N	DK
The incident was reported to another official, such as a security guard	Y	N	DK
Concern with the attitude of the police or courts towards this type of incident	Y	N	DK
Family member advised against reporting	Y	N	DK

Is there any other reason why this incident was not reported to the police? (SPECIFY) _____

50.a) Some victims have emotional or physical reactions to incidents of _____ (MOST SERIOUS MENTIONED). To what extent did you experience any of the following reactions in the weeks following the incident? (READ LIST -- ASK a & b TOGETHER FOR EACH ITEM)

-b) (ASK FOR ALL ITEMS) Do you still feel this way?

	(a) Serious	Moderate	None	(b) Still feel this way? Yes	No
Anger	1	2	3	Y	N
Fear of being alone at home	1	2	3	Y	N
Fear for personal safety outside the home	1	2	3	Y	N
Fear for the safety of other household or family members	1	2	3	Y	N
Feelings of anxiety, nervousness, or confusion	1	2	3	Y	N
Physical reactions, such as headaches, nausea, loss of appetite	1	2	3	Y	N
Sleeping difficulties, such as nightmares, sleeplessness, excessive sleeping	1	2	3	Y	N
Feelings of invasion of privacy	1	2	3	Y	N

****

ASK EVERYONE

51. How would you feel about a friend or relative choosing police work in Toronto as a career? Would you feel: (READ LIST)

Very pleased 1

Pleased. 2

Wouldn't care 3

Dissapointed 4

Very dissapointed 5

DON'T KNOW/NO OPINION . . DK

****

52. And just one last question. Would you please tell me your ethnic origin? (DO NOT READ LIST - UNLESS NECESSARY)

West Indian	1	Polish	8
East Indian	2	Philipino	9
Latin American	3	Portugese	10
Italian	4	French	11
Guianese	5	Southeast Asia	12
British/English/Irish	6	Other (SPECIFY):	
Chinese	7	_____	13

==========

This concludes the questionnaire and once again I can assure you that your replies are kept in the strictest of confidence.

Thank you very much for your time. Good-day/Good evening.

DO NOT ASK FOR NAME & ADDRESS OF RESPONDENT.

DO NOT CALLBACK RESPONDENT UNLESS BY PRIOR AGREEMENT.

"I hereby certify that this interview was conducted according to the questionnaire and instructions for this study and that the answers recorded are as given to me by this respondent.

I also realize that a proportion of my work will be checked back with the respondent for verification."

_____ (INTERVIEWER'S SIGNATURE)

_____ (INTERVIEWER'S NAME - PLEASE PRINT)

DATE: _____

APPENDIX V

ADDITIONAL TABLES

During the last year, did you talk to or were you in contact with a police officer in your neighbourhood specifically for any reason? What were the circumstances of the most recent contact?

TABLE A1

CIRCUMSTANCE OF CONTACT WITH NEIGHBOURHOOD POLICE DURING LAST YEAR

	Percent Distribution		
	METRO TORONTO	PARKDALE	JANE FINCH
TRAFFIC ACCIDENT	7	6	1
PARKING/TRAFFIC VIOLATION	10	6	5
OFFICER IS FRIEND/RELATION	15	13	15
TO OBTAIN INFORMATION	10	12	7
ATTEND CRIME PREVENTION SESSION BY POLICE	4	0	5
VICTIM OF CRIME	17	32	28
WITNESS TO CRIME	15	12	12
QUESTIONED ABOUT A CRIME	8	9	9
COMPLAIN NOISE/TRAFFIC	8	6	7
R.I.D.E.	2	-	3
OTHER	4	5	7
	100	100	100
N =	172	169	154

Does it concern you to know where it (the neighbourhood police station) is?

TABLE A2

CONCERN OVER POLICE STATION LOCATION FOR RESIDENTS WHO DID NOT KNOW LOCATION

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
NOT CONCERNED	54	58	57
CONCERNED	46	42	43
	100	100	100
N=	139	197	110

Significance of differences between distributions.

Metro.	- Parkdale	N.S.
Metro.	- Jane-Finch	N.S.
Parkdale	- Jane-Finch.	N.S.

TABLE A3.1
NEIGHBOURHOOD PROBLEMS
NOISY NEIGHBORS,LOUD MUSIC,LATE PARTIES, NOISY QUARRELS
Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
BIG PROBLEM	6	11	13
SOMEWHAT PROBLEM	17	27	24
NO PROBLEM	77	62	64
	100	100	100

Significance of differences between distributions.

Metro. - Parkdale	***
Metro. - Jane-Finch	***
Parkdale - Jane-Finch.	N.S.

TABLE A3.2
NEIGHBOURHOOD PROBLEMS
POOR MAINTENANCE OF PROPERTY AND LAWNS

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
BIG PROBLEM	5	12	11
SOMEWHAT PROBLEM	15	25	21
NO PROBLEM	80	63	68
	100	100	100

Significance of differences between distributions.

Metro. - Parkdale	***
Metro. - Jane-Finch	**
Parkdale - Jane-Finch.	N.S.

TABLE A3.3
NEIGHBOURHOOD PROBLEMS
PRESENCE OF DRUGS AND DRUG USERS

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
BIG PROBLEM	6	22	28
SOMEWHAT PROBLEM	19	26	27
NO PROBLEM	75	52	45
	100	100	100

Significance of differences between distributions.

Metro. - Parkdale	***
Metro. - Jane-Finch	***
Parkdale - Jane-Finch.	*

TABLE A3.4
NEIGBOURHOOD PROBLEMS
NOT ENOUGH RECREATIONAL PROGRAMS FOR YOUNG PEOPLE

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
BIG PROBLEM	12	8	19
SOMEWHAT PROBLEM	21	37	29
NO PROBLEM	67	55	52
	100	100	100

Significance of differences between distributions.

Metro. - Parkdale	*
Metro. - Jane-Finch	***
Parkdale - Jane-Finch.	N.S.

TABLE A3.5
NEIGHBOURHOOD PROBLEMS
NOT ENOUGH PERSONAL CONTACT BETWEEN RESIDENTS
AND THEIR LOCAL POLICE

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
BIG PROBLEM	7	9	13
SOMEWHAT PROBLEM	26	32	31
NO PROBLEM	67	59	55
	100	100	100

Significance of differences between distributions.

Metro. - Parkdale	*
Metro. - Jane-Finch	**
Parkdale - Jane-Finch.	N.S.

TABLE A3.6
NEIGHBOURHOOD PROBLEMS
GROUPS OF PEOPLE HANGING AROUND ON CORNERS OR ON STREETS

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
BIG PROBLEM	7	21	22
SOMEWHAT PROBLEM	21	34	27
NO PROBLEM	73	44	51
	100	100	100

Significance of differences between distributions.

Metro. - Parkdale	***
Metro. - Jane-Finch	***
Parkdale - Jane-Finch.	N.S.

TABLE A3.7
NEIGHBOURHOOD PROBLEMS
VAGRANTS, BEGGARS OR PANHANDLERS

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
BIG PROBLEM	3	21	4
SOMEWHAT PROBLEM	13	33	18
NO PROBLEM	85	46	78
	100	100	100

Significance of differences between distributions.

Metro.	- Parkdale	***
Metro.	- Jane-Finch	N.S.
Parkdale	- Jane-Finch.	***

TABLE A3.8
NEIGHBOURHOOD PROBLEMS
PROSTITUTION

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
BIG PROBLEM	2	32	3
SOMEWHAT PROBLEM	4	22	6
NO PROBLEM	93	46	91
	100	100	100

Significance of differences between distributions.

Metro.	- Parkdale	***
Metro.	- Jane-Finch	N.S.
Parkdale	- Jane-Finch.	***

TABLE A3.9
NEIGHBOURHOOD PROBLEMS
TRUANCY

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
BIG PROBLEM	3	6	12
SOMEWHAT PROBLEM	22	24	31
NO PROBLEM	75	70	57
	100	100	100

Significance of differences between distributions

Metro. - Parkdale	N.S.
Metro. - Jane-Finch	***
Parkdale - Jane-Finch.	**

TABLE A3.10
NEIGHBOURHOOD PROBLEMS
PEOPLE DRINKING IN PUBLIC PLACES

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
BIG PROBLEM	3	16	9
SOMEWHAT PROBLEM	13	34	21
NO PROBLEM	84	50	70
	100	100	100

Significance of differences between distibutions.

Metro. - Parkdale	***
Metro. - Jane-Finch	***
Parkdale - Jane-Finch.	***

TABLE A3.11
NEIGHBOURHOOD PROBLEMS
POOR STREET LIGHTING

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
BIG PROBLEM	5	7	9
SOMEWHAT PROBLEM	18	29	17
NO PROBLEM	77	64	74
	100	100	100

Significance of differences between distributions.

Metro. - Parkdale	***
Metro. - Jane-Finch	N.S.
Parkdale - Jane-Finch.	*

TABLE A3.12
NEIGHBOURHOOD PROBLEMS
PEOPLE BEING ATTACKED OR BEATEN UP BY STRANGERS

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
BIG PROBLEM	1	9	11
SOMEWHAT PROBLEM	14	31	29
NO PROBLEM	85	59	60
	100	100	100

Significance of differences between distributions.

Metro. - Parkdale	***
Metro. - Jane-Finch	***
Parkdale - Jane-Finch.	N.S.

.TABLE A3.13
NEIGHBOURHOOD PROBLEMS
CHILDREN BEING BOTHERED ON THEIR WAY TO AND FROM SCHOOL

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
BIG PROBLEM	1	4	8
SOMEWHAT PROBLEM	13	18	23
NO PROBLEM	86	78	69
	100	100	100

Significance of differences between distributions.

Metro.	- Parkdale	N.S.
Metro.	- Jane-Finch	***
Parkdale	- Jane-Finch.	N.S.

TABLE A3.14
NEIGHBOURHOOD PROBLEMS
PEOPLE BEING ROBBED OR HAVING THEIR MONEY, PURSES OR WALLETS TAKEN

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
BIG PROBLEM	3	8	14
SOMEWHAT PROBLEM	26	38	34
NO PROBLEM	71	54	52
	100	100	100

Significance of differences between distributions.

Metro.	- Parkdale	***
Metro.	- Jane-Finch	***
Parkdale	- Jane-Finch.	N.S.

How much information do you get about crime in your neighbourhood from each of the following sources? First, do you get a great deal of information, some information, or no information at all about crime from major newspapers, radio or television?

TABLE A4

SOURCE OF INFORMATION ABOUT CRIME IN NEIGHBORHOOD

	Percent Distribution		
Information Source	METRO TORONTO	PARKDALE	JANE FINCH
NEWSPAPERS, RADIO, TV	76	80	86
EYES AND EARS OPEN	71	83	73
CONVERSATIONS WITH NEIGHBORS	67	59	60
LOCAL POLICE	24	20	30

Percentages do not add to 100% since respondents could give more than one source of information.

Please tell me how often you usually do the following things. First, spend a social evening with relatives -- do you do this often, seldom, or never?

TABLE A5

NEIGHBORHOOD INTERACTION

Percent Distribution

		METRO TORONTO	PARKDALE	JANE FINCH
SOCIALIZING WITH RELATIVES	OFTEN	49	45	50
	SELDOM	40	44	37
	NEVER	11	11	13
		100	100	100
SOCIALIZING WITH NEIGHBORS	OFTEN	17	15	22
	SELDOM	53	48	44
	NEVER	30	37	35
		100	100	100
SOCIALIZING OUTSIDE NEIGHBORHOOD	OFTEN	54	44	48
	SELDOM	40	40	38
	NEVER	6	16	13
		100	100	100
SOCIALIZING WITH NEIGHBORS ON STREET	OFTEN	71	58	60
	SELDOM	23	31	29
	NEVER	6	12	11
		100	100	100

We're also interested in the kinds of groups and organizations that individuals belong to. Please tell me whether or not you are a member of.....

TABLE A6

COMMUNITY GROUP AFFILIATION
PROPORTION BELONGING TO EACH GROUP

	METRO TORONTO	PARKDALE	JANE FINCH
PTA LOCAL SCHOOL COUNCIL	6	3	7
RELIGION CHURCH GROUP	22	18	20
HOMEOWNERS/RENTERS GROUP	11	8	6
COMMUNITY QUALITY GROUP	14	11	11
RECREATIONAL GROUP	38	23	24
ETHNIC NATIONALITY GROUP	8	10	11
OTHER GROUP	17	11	14
N =	202	399	400

Percentages do not add to 100% since respondents could indicate belonging to more than one group.

Do you think that the police have done a good job, an average job, or a poor job of keeping you or your household informed of the progress or outcome of the investigation?

TABLE A7

VICTIM'S SATISFACTION WITH BEING KEPT INFORMED OF PROGRESS OF CASE

Percent Distribution

	METRO TORONTO	PARKDALE	JANE FINCH
GOOD	34	49	32
AVERAGE	34	20	28
POOR	32	31	40
	100	100	100
N =	41	50	47

Significance of differences between distributions.

Metro	-Parkdale	N.S.
Metro	-Jane-Finch	N.S.
Parkdale	-Jane-Finch	N.S.